



**OCEAN HOUSING  
QUARTERLY PERFORMANCE BULLETIN  
REPORTING PERIOD – Quarter 4 January to March 2025**

**Note:** The Regulatory Tenant Satisfaction Measures have been incorporated into the Performance Bulletin using the technical guidance reference numbers and shared in blue.

**Key:**

Colour Code	Colour	Definition
Red		Board attention required or target unlikely to be achieved by year end
Amber		Board awareness of trend required, but target expected to be achieved by year end
Green		Board to note progress with target/ activity on track

Trend	Definition
→	Performance unchanged from previous quarter
↑	Performance improved from previous quarter
↓	Performance worse than previous quarter

**Content:**

<b>Section A</b>	<b>Customer Experience and Tenant Involvement</b>
<b>Section B</b>	<b>Tenant Satisfaction Measures (Perception)</b>
<b>Section C</b>	<b>Neighbourhood and Communities</b>
<b>Section E</b>	<b>Asset Management</b>
<b>Section G</b>	<b>New Homes</b>

## SECTION A - CUSTOMER EXPERIENCE (CEX) AND TENANT ENGAGEMENT

#	CEX & TI Activity	Total Year end 23/24	Q1	Q2	Q3	Q4	Total YTD	Target 24/25	Volume this quarter	Trend	Will achieve target at year end
A001	No. of digital engagements (Point in time)	41965	11329	10052	9158	9513	40052	37000	9513	↑	
A002	% of digital engagements vs. telephone contacts (Point in time)	51%	60%	56%	51%	50%	54%	55%	19005	↓	
A003	% of digital engagements resolved at the first point (Point in time)	88%	73%	70%	75%	70%	72%	90%	5224	↓	
A004	Queries from telephone engagements dealt with at first point of contact (Point in time)	83%	70%	67%	72%	69%	70%	85%	8422	↓	
A005	Satisfaction rating with telephone response (Point in time)	84%	66%	84%	89%	92%	83%	85%	302	↑	
CH01 (A)	Complaints relative to the size of the landlord – Stage 1 (Cumulative)	36.78	7.31	19.2	34.66	53.50	53.50	29.00	81	↓	
CH01 (A)	Complaints relative to the size of the landlord – Stage 2 (Cumulative)	9.67	0.94	3.51	5.62	7.94	7.94	2.47	10	↓	
CH02 (A)	Complaints responded to within Complaint Handling Code timescales – Stage 1 (Point in time)	91%	100%	100%	100%	100%	100%	100%	81	→	
CH02 (A)	Complaints responded to within Complaint Handling Code timescales – Stage 2 (Point in time)	97.56%	100%	100%	96%	100%	99%	100%	10	↑	
A006	Number of outstanding Housing Ombudsman investigations (Point in time)	1	3	3	5	5	5	N/A	1	N/A	
A007	Satisfaction rating with complaint handling (Point in time)	65%	0	78%	41%	35%	39%	65%	3 Survey	↓	
A008	No. engaged tenants (New Panel/ VIP/ Monitors (Point in time)	389	370	389	365	127	127	420	127	↓	

## SECTION B - TENANT SATISFACTION

#	% tenants either fairly or very satisfied	Total Year end 23/24	Q1	Q2	Q3	Q4	Total YTD	Target 24/25	Volume this quarter	Trend	Will achieve target at year end
TP01	Overall service provided by Ocean Housing	78%	78%	78%	76%	77%	77%	85%	187	↑	
TP02	Satisfaction with repair	78%	81%	89%	84%	84%	85%	80%	121	→	
TP03	Time taken to complete the most recent repair	70%	80%	74%	83%	78%	79%	76%	122	↓	
TP04	Home well maintained	78%	81%	78%	82%	82%	81%	80%	170	→	
TP05	Provides a home that is safe	83%	83%	85%	85%	90%	86%	87%	181	↑	
TP06	Listens to views and acts upon them	69%	65%	69%	67%	72%	68%	72%	162	↑	
TP07	Keeps you informed about things that matter	78%	76%	73%	77%	83%	77%	82%	167	↑	
TP08	Treats tenants fairly and with respect	86%	84%	86%	87%	88%	86%	87%	185	↑	
TP09	Approach to complaints handling	34%	34%	40%	42%	44%	40%	50%	46	↑	
TP10	Keeps communal areas clean and well maintained	73%	84%	78%	70%	79%	78%	76%	98	↑	
TP11	Makes a positive contribution to the neighbourhood	67%	70%	67%	70%	70%	69%	74%	141	→	
TP12	Approach to handling anti-social behaviour	66%	65%	64%	67%	73%	67%	70%	127	↑	
B001	Easy to deal with	82%	80%	78%	81%	83%	81%	85%	186	↑	
B002	Trust Ocean Housing	72%	68%	70%	71%	79%	72%	78%	182	↑	
B003	Rent provides value for money	84%	82%	82%	86%	85%	84%	88%	169	↓	

## SECTION C - NEIGHBOURHOODS AND COMMUNITIES

	Neighbourhoods and Communities	Total Year end 23/24	Q1	Q2	Q3	Q4	Total YTD	Target 24/25	Volume	Trend	Will achieve target at year end
C001	Average calendar days for standard re-lets	19 days	20	18	14	14	16.5	18	115 YTD	➡	
C002	Tenants satisfied with letting process	99%	100%	90%	96%	100%	97%	98%	85 YTD	⬆	
C003	Number of Cause for Concerns raised/of which support already in place or referral made to agency	285	111	78	69	84	342	N/A	342 YTD	N/A	
		% Accepted as a new CFC	55%	41%	52%	76%	56%	N/A	N/A	N/A	
NM01 (1)	ASB cases relative to the size of the landlord** (Cumulative)	29.67	12.28	21.28	29.9	41.01	41.01	<30	181 YTD	⬇	
NM01 (2)	ASB cases which involve hate incidents, relative to size*** (Point in time)	0.23	0	0	0	0	0.00	N/A	0	➡	
C004	Tenants satisfied with the outcome of their ASB case	65%	80%	72%	72%	73%	74%	80%	42 YTD	⬆	
C005	Tenants satisfied with the handling of their ASB case	62%	90%	100%	72%	66%	82%	80%	46 YTD	⬇	
C006	Tenants satisfied with the Grounds Maintenance service – annual survey 2023/24	49%	51%	NA	NA	NA	51%	76%	320 returns	N/A	
C007	Tenants satisfied with the Communal Cleaning service – annual survey 2023/24	47%	43%	NA	NA	NA	43%	76%	254 returns	N/A	
C008	Tenant Monitors satisfied with Grounds Maintenance service	87%	92%	97%	97%	100%	97%	87%	32 (Q4)	⬆	
C009	Tenant Monitors satisfied with Communal Cleaning service	91%	86%	97%	94%	94%	93%	93%	17 (Q4)	➡	

\*\* NM01 (1) definition - TSM definition says "Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents)"

\*\*\* NM01 (2) definition - Number of anti-social behaviour cases (as reported in part 1) that involved hate incidents opened by or on behalf of the provider during the reporting year

For both indicators, the number of cases is to be divided by the relevant social housing stock at the year end and multiplied by 1000

\*Total Former Tenant Debt comprises 5,6,7 for which no sub-targets are set.

## SECTION E - ASSET MANAGEMENT

### Statutory requirement (S)    Non-Statutory requirement (NS)

#	Repairs, Maintenance and Improvements	Total Year end 24/25	Q1	Q2	Q3	Q4	Total YTD	Target 24/25	Volume this quarter	Trend	Will achieve target at year end
RP01	Homes that do not meet Decent Homes Standard (S) ***	0%	0%	0%	0%	0%	0%	0%	N/A	→	
RP02 (A)	Non emergency repairs completed on time	82%	86.3%	78.4%	81.5%	77.9%	81.0%	85%	1852	↓	
RP02 (B)	Emergency responsive repairs completed on time	99%	94.6%	92.8%	93.4%	90.7%	92.9%	100%	813	↓	
E004	Repairs completed right first time	91%	84.9%	83.6%	84.4%	86.1%	84.8%	95%	2850	↑	
E005	Tenants satisfied with the kitchen and bathroom programme	100%	100%	100%	100%	N/A	100%	97%	0	↑	
E006	Tenants satisfied with empty property standard	80%	64%	50%	83%	77%	68.5%	90%	85	↓	
E007	Stock Condition Surveys against annual target (% and No.)	103%	28.8%	28.2%	35.6%	29.2%	121.80%	100% from 862	29.2%	↓	
		880	248	243	307	252	1050	862	252	↓	
E008	Rented properties Energy Performance Certificate Band C or above	63.4%	64.1%	65.0%	65.5%	66.8%	66.8%	67.0%	2858 from 4280	↑	
E009	Live Disrepair/ unfitnes claims non DMC related	0	1	1	0	1	3	N/A	1	↓	

\*\*\* tenant refusals allowable

## Statutory requirement (S)    Non-Statutory requirement (NS)

#	Health & Safety Compliance	Total Year end 23/24	Q1	Q2	Q3	Q4	Total YTD	Target 24/25	Volume	Trend	Will achieve target at year end
BS01	Gas Safety (S) (Year-end return only)	100%	N/A	N/A	N/A	100%	N/A	100%	1982	↑	
E010	Quarterly Gas Safety (S)	100%	100%	100%	100%	100%	100%	100%	1982 from 1982	→	
E011	Incidence of Gas Safety record renewed late (S)	0%	0%	0%	0%	0%	0%	0%	0 from 1982	→	
E012	Electrical Safety - 10 years (S)	100%	100%	100%	100%	100%	100%	100%	4312 from 4312	→	
E013	Electrical Safety - 5 years (NS)	950	228	268	233	109	838	1,191	605	↓	
E014B	Electrical Safety Category 2 unsatisfactory observations outstanding	N/A	0	2	2	2	2	0	2 from 12	→	
BS02	Fire Safety -Communal areas Risk Assessments (S)	100%	100%	100%	100%	100%	100%	100%	577	→	
E015A	Fire Safety -Communal areas Risk Assessments – outstanding actions	NA	0	1	3	0	0	0	0	↑	
E016	Fire Safety -Communal areas Alarm checks	100%	100%	100%	100%	100%	100%	100%	26 from 26	→	
E017	Fire Safety - household checks (NS)	100%	99.7%	99.9%	99.2%	99.8%	99.7%	100%	2285 from 4260	↑	
BS03	Stock with Asbestos Management Surveys	86%	86.1%	88.9%	90.6%	94.2%	94.2%	100%	2957 from 3140	↑	
BS04	Water Safety Checks Legionella	618	15	6	1	2	24	24	24 from 24	↑	
			62.5%	25.0%	4.0%	8.0%	100%	100%		↑	
BS05	Passenger lift safety service checks(S)	100%	100%	100%	100%	100%	100%	100%	22 from 22	→	
E018	Communal fire safety door checks for high rise building	100%	100%	100%	100%	100%	100%	100%	Park House	→	
E019	Flatted schemes under third party management evidencing full compliance for communal/external areas (S)	3 out of 3	2 out of 3	2 out of 3	2 out of 3	2 out of 3	2 out of 3	3 of 3 fully compliant	White River Place non compliant	N/A	
E020	Issues identified from second line of defence checks Statutory Property Compliance	0 from 360	0 from 90	0 from 90	0 from 90	0 from 90	0 from 360	0 from 360	0 from 90	N/A	

## SECTION G - NEW HOMES STRATEGY

#	Tenant Satisfaction	Total Year end 23/24	Q1	Q2	Q3	Q4	Total YTD	Target 24/25	Volume	Trend
H001	New tenants satisfied with their new affordable homes	93%	N/A	100%	100%	100%	100%	96%	8	↑

New Homes Build Completions							
#	Tenure	24/25 Target	Complete	Rating	25/26 Target	On site	Rating
H002	Affordable Rent	85	77	→	45	18	→
H003	Affordable SO	67	61	→	21	15	→
H004	Totals	152	138	→	66	32	→

#	Unsold Shared Ownership assets	Total Year end 23/24	Q1	Q2	Q3	Q4	Target 24/25	Trend
H005	0 – 3 months	12	6	3	0	9	N/A	→
H006	3 – 6 months	0	7	2	2	2	0	→
H007	More than 6 months	2	0	2	2	2	0	→